



CITY OF ORLANDO

Office of Audit and Evaluation Director

MEMORANDUM

To: Michael J. McCoy, Police Chief

From: Beryl H. Davis, Audit and Evaluation Director

Re: Follow-Up of Orlando Police Department Performance Measures Review
(Report No. 05-09)

Date: December 9, 2004

Attached is a summary of the status of recommendations as determined from our follow-up review of the Orlando Police Department Performance Measures Review (*Report No. 04-01M*), issued January 16, 2004. Our review procedures consisted of staff inquiries and a review of the status of the recommendations provided by Department management.

Our follow-up was made in accordance with generally accepted government auditing standards, except that we did not perform substantial tests of evidence supporting responses from the officials responsible for resolving audit findings and recommendations.

Three of the ten recommendations contained in the original report have been implemented. Four recommendations are partially implemented, two are planned for implementation and one is no longer applicable.

We believe that timely implementation of the recommendations currently noted as planned for implementation or partially implemented will continue to improve the performance measures reported by OPD. The two recommendations that are planned for implementation concern the need for guidelines to ensure the department consistently measures its performance using the same methodology from period-to-period.

We are pleased to see that OPD is developing a customer service survey to solicit input on performance measures. We continue to advocate for both increasing current public input in determining performance measures and linking department-wide performance goals to employee goals. We believe that efforts to fully implement our recommendations in these areas will continue to improve the effectiveness and usefulness of performance measure information.

We will follow-up on the status of all recommendations partially implemented or planned for implementation during our annual review of open recommendations in all City departments.

We wish to thank the officials and personnel of the Orlando Police Department for their cooperation during this review.

George McGowan, Audit and Evaluation Manager, performed this follow-up review.

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c: Honorable Buddy Dyer, Mayor
Jose I. Fernandez, Jr., Chief of Staff
Joseph Robinson, Deputy Chief of Staff
Richard L. Levey, AICP, Chief Administrative Officer
Kevin J. Edmonds, General Administration Director
Linda M. Jennings, General Administration Deputy Director
Paul Rooney, Police Captain
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